



CAREER OPPORTUNITY

UNITED STATES PROBATION AND PRETRIAL SERVICES OFFICE

Texas Northern

POSITION TITLE:	Operations Support Technician
GRADE:	CL 23, CL 24
TARGET GRADE:	CL 24 (Promotional opportunity, based on performance, to target grade without further competition.)
ANNOUNCEMENT NUMBER:	26-21
LOCATION:	Dallas, Texas
OPEN DATE:	07/24/2026
CLOSING DATE:	9/30/2026
STARTING SALARY:	\$43,861 - \$78,985 (Table DFW)

DISTRICT MISSION STATEMENT

We value each individual and their potential to change. As effective agents of that change, we provide excellent service to our clients and the courts, creating a safer community through the fair administration of justice. Our guiding principles are Dedication, Empowerment, Idealism, and Integrity. Read more about our district [here](#).

POSITION OVERVIEW

The United States Probation & Pretrial Services Office for the Northern District of Texas is soliciting for Operations Support Technicians. The successful candidate will provide office assistance in accordance with internal policies and procedures and provide administrative support to probation officers in a wide range of areas, including preparing form documents and correspondence, conducting online record checks, and creating and maintaining case files.

Job responsibilities include, but are not limited to:

- Performing various tasks related to processing mail and maintenance of court records. Preparing petitions, orders, letters, memoranda, appointment notices, and other correspondence, including typing, keyboarding, formatting, proofreading, and generating documents from templates, notes, and dictation. Performing data entry functions including recording chronological entries.
- Creating new investigative files at the direction of probation officers and maintaining files up-to-date and in accordance with established office policies and procedures.
- Ensuring statistical information is accurately reflected in case management systems.
- Assisting with conducting online credit and/or criminal record checks through local or national law enforcement systems. Conducting records research and retrieval to obtain required documentation.

- Distributing documentation to courts and outside agencies.
- Electronically submitting appropriate documents to the various entities and agencies.
- Performing management of the processing of criminal debt in Rest Assured.
- Providing operational support to managers, supervisors, and other staff, as required.
- Creating/modifying forms and reports.
- Performing receptionist/back-up receptionist duties by greeting visitors/callers in person and by telephone, answering routine questions, and directing visitors/callers to the appropriate person or department. Routing all duty calls to duty officers as needed.
- Travelling occasionally to local and county agencies.
- Performing other related duties as required.

QUALIFICATIONS

For placement at the CL 23 level (\$43,861 - \$71,350), the applicant must have a high school diploma or equivalent and two years of general experience. For placement at the CL 24 level (\$48,596 - \$78,985), the applicant must have a high school diploma or equivalent and two years of general experience as well as one year of specialized experience as defined below.

General experience is progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the position's duties.

Specialized experience is progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

MINIMUM POSITION REQUIREMENTS

- Skill in filing and knowledge of filing requirements. Skill in spelling, grammar, and proofreading.
- Ability to file, extract, and re-file documents accurately and appropriately.
- Ability to follow detailed instructions and the ability to apply probation policies, procedures, practices, and guidelines.
- Ability to interact and communicate effectively (orally and in writing) with individuals of diverse backgrounds, including law enforcement personnel, court personnel, attorneys, offenders/defendants, and the general public.
- Knowledge of software and keyboarding for word processing, data entry, email, and report generation.
- Skill in using a multi-line telephone as well as standard office equipment.
- Ability to use automated/internet systems for conducting criminal records checks.
- Ability to consistently demonstrate sound ethics and judgment.

COURT PREFERRED SKILLS

Preference will be given to applicants with experience in the federal judiciary.

BENEFITS

Employees of the U.S. Probation and Pretrial Services Office are eligible to receive benefits which include participation in the Federal Employees Retirement System, Thrift Savings Plan, choice of a health benefit plan from several options, life insurance, optional long term care coverage and long term disability coverage, optional vision insurance and dental insurance, annual and sick leave, paid parental leave, a pre-tax reimbursement program, eleven federal holidays, and mandatory Electronic Funds Transfer for payment of net pay. More benefits information may be found [here](#).

HOW TO APPLY

Applicants who meet the classification and minimum requirements for the position should:

1. Submit a cover letter (**three-page maximum**) discussing the applicant's related skills, experience, and interest in the position.
2. Submit a resume (**two-page maximum**) citing professional experience and educational background.
3. Submit your two most recent performance evaluations.
4. Submit a completed application ([Federal Judicial Branch Application for Employment, AO 78](#)). **If the AO 78 application is not current (5/24 revision in the upper left corner), the application for this opportunity will be rejected.** Questions 19, 20, and 21 on the application must be answered. Please note the additional documents related to military service that may be required to complete the process (listed on page one of the application).
5. Qualified applicants should upload their documents using our HR Employment Application System located at:

<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=yv7gpw3b&pos=26-21>

Note: This system will not let you continue without uploading all documents. If you fail to provide the required documents, your application package will be considered incomplete and may not be considered.

Unofficial transcripts may be uploaded via the link above. However, if not already on file with TXN Probation & Pretrial Services, **official transcripts** must be submitted by:

- A link sent to HR@txnp.uscourts.gov from your university or college, or
- Regular mail or overnight courier to:

**U.S. Probation - HR Department
1100 Commerce Street, Room 1329
Dallas, TX 75242**

DISCLOSURES

- U.S. Probation reserves the right:
 - To modify the conditions of this job announcement.
 - To withdraw or re-advertise the announcement.
 - Not to fill the position listed in this announcement.
 - To fill multiple positions from this announcement.

- Applications will be accepted from U.S. Citizens and [non-Citizens as allowed by appropriations and statute](#).
- Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed. Applicants who are invited to interview may advise the Human Resources office if an accommodation is necessary.
- U.S. Probation requires employees to adhere to a Code of Ethics and Conduct.
- The final candidate(s) will be subject to a record check with law enforcement agencies and credit bureaus.
- The U.S. Probation Office is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

Questions regarding this announcement may be directed to HR@txnp.uscourts.gov. Additional information about employment within U.S. Probation & Pretrial Services, and blank application and references forms may be found here:

